

Discussion Draft

Job centers will meet requirements for comprehensive, satellite or waived job centers as defined by DWD, with guidance from the CWI.

Key Components

- a. The requirements for comprehensive or satellite job centers will be defined by DWD in consultation with the CWI and local partners. Each WDA must have at least one comprehensive job center.
- b. There is a waiver process developed by DWD to allow for the testing of innovative services delivery approaches.
- c. Consistent services will be offered across the system. (At comprehensive job centers you can expect these services offered; at satellite Job centers you can expect these services offered.) This could enable DWD to provide system-wide marketing of services.
- d. Requirements for comprehensive job centers will include services to identify the jobs of tomorrow, education and skills needs and where to get training.
- e. Job Centers that do not meet the above DWD-defined requirements may exist, but no DWD resources (staff, rent, IT) may be used to support them.
- f. In communities that have DVR staff and/or a W-2 office, they must be located in a comprehensive, satellite, or waived job center if one is present in the community.

Related *Grow Wisconsin* Strategies

- Prepare Workers for Tomorrow's Economy

Discussion Draft

Requirements for Comprehensive and Satellite Job Centers

The following are the minimum requirements for local service sites to be comprehensive or satellite Wisconsin Job Centers. At least one site in each WDA must be a comprehensive job center as defined below. There may be multiple comprehensive job centers in each WDA. The local workforce system may also incorporate satellite job centers as defined below. Comprehensive job centers could be “chartered.”

Comprehensive Center Requirements

1. The center is open for business to the public at least 40 hours per week.
2. The resource room/customer service areas of the center are staffed all hours the center is open. Job center staff is dedicated to the resource room. That is, the room is staffed by persons whose primary duties are to provide resource room services and who are properly trained in this function.
3. WIA Title 1 and Wagner-Peyser and at least 2 other major partner programs (e.g. W-2, DVR, Adult Basic Ed, Carl Perkins) share job center common costs (e.g. job center staffing, shared facilities costs).
4. Collocation requirements – WIA Title 1 (adult, dislocated worker and youth programs), Wagner-Peyser and at least two other major partner programs (e.g. W-2, DVR, Adult Basic Ed, Carl Perkins) have staff physically housed at and delivering services from the site.
5. The site provides access to all other required WIA partner programs.
6. The site meets ADA physical and program accessibility requirements.
7. Partner programs are delivered in accordance with all job center service standards.
8. All partner programs use DWD IT systems that include, at a minimum, ASSET, JobNet, and JobNet Business.
9. The center operates according to a business plan.

Satellite Center Requirements

1. The resource room/customer service areas of the center are open to the public for business all hours the center is open. Knowledgeable staff is available during open hours to assist any customers.
2. At least 2 of the major partner programs (e.g. WIA, Wagner-Peyser, W-2, DVR, Adult Basic Ed, and Carl Perkins) share common costs of operating the site (e.g. job center staffing, shared facilities costs).
3. At least 2 of the major partner programs (e.g. WIA, Wagner-Peyser, W-2, DVR, Adult Basic Ed, and Carl Perkins) have staff physically housed at and delivering services from the site.
4. The site provides access to all other required WIA partner programs.
5. The site meets ADA physical and program accessibility requirements.
6. Partner programs are delivered in accordance with all job center service standards.
7. The center operates within the business plan of its affiliated comprehensive center.
8. The site has access to and all partner programs use DWD IT systems that include, at a minimum, ASSET, JobNet, and JobNet Business.

Waived Center Requirements

1. Demonstrate that customer needs can not be met by existing job centers and articulate the unique demand to be met by this waived site.
2. At least one of the major partner programs (e.g. WIA, Wagner-Peyser, W-2, DVR, Adult Basic Ed, and Carl Perkins) have staff physically housed at and delivering services from the site.
3. The site provides access to all other required WIA partner programs.
4. The site meets ADA physical and program accessibility requirements.
5. Partner programs are delivered in accordance with all job center service standards.
6. The site has access to and all partner programs use DWD IT systems that include, at a minimum, ASSET, JobNet, and JobNet Business.